



**GEORGIA DEPARTMENT OF LAW**  
**Consumer Protection Division**

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December 28, 2018

**SENT VIA EMAIL: 66409-202861120@requests.muckrock.com**

Terry Brown  
Muckrock News  
Dept MR 66409  
411A Highland Ave  
Somerville, Massachusetts 02144-2516

Re: Reference File Number 446709  
PruittHealth

Dear Mr. Brown:

The Consumer Protection Division of the Georgia Department of Law received your request for information on December 21, 2018 regarding the above-referenced organization. We understand you are requesting information regarding "All available records of complaints submitted to your office from December 1, 2013, to date about PruittHealth and any PruittHealth nursing, rehabilitation, hospice, care management, home health, or other agencies." and "all available records of complaints submitted to your office from December 1, 2013 to the date this request is filled about The Oaks Skilled Nursing & Rehabilitation Centers, The Oaks Assisted Living Communities, the Sadie G. Mays Health & Rehabilitation Center, Laurel Park Skilled Nursing & Rehabilitation Center, or Peachtree Christian Hospice."

Our records indicate that we have ten complaints involving PruittHealth during the time frame referenced in your request. A search of our database for The Oaks Skilled Nursing & Rehabilitation Centers, The Oaks Assisted Living Communities, the Sadie G. Mays Health & Rehabilitation Center, Laurel Park Skilled Nursing & Rehabilitation Center, and Peachtree Christian Hospice does not return results.

We will make available to you appropriately redacted copies of the records indicated above that are in our possession, as permitted by and under the requirements of the Georgia Open Records

Act.<sup>1</sup> We are required by law to keep confidential any "information that could reasonably serve to identify any person [who has made] a complaint about unfair or deceptive acts or practices."<sup>2</sup> Accordingly, all complaints will need to be copied, and the complainants' personal identifying information redacted, prior to their release to you. Please note that records or information subject to the attorney work product or attorney/client privilege will not be produced.<sup>3</sup>

The charge for compiling and redacting the records will be \$20.00 per hour, and copying costs will be \$0.10 per page. We anticipate the costs will be under \$50.00. The requested information should be available within ten business days from the date you confirm your interest in receiving the records without the identifying information. Once you confirm your interest and agree upon payment, we will begin the process to complete production. Until we have heard back from you, we will not proceed further. If there are any questions, please contact me at 404-656-2867.

Sincerely,



Shawn Conroy  
Communications & Outreach Coordinator

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<sup>1</sup> O.C.G.A. § 50-18-70 *et seq.*

<sup>2</sup> O.C.G.A. § 10-1-393(d)

<sup>3</sup> O.C.G.A. §§ 50-18-72(a)(41), (a)(42)